



# **State of Montana**

## **Teachers' Retirement System**

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# **2012 Agency Biennial IT Report**

## **Fiscal Year 2011-2012**

August 2012

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## EXECUTIVE SUMMARY

For its 2010-2012 Agency IT Plan, the Montana Teachers' Retirement System (TRS) focused on maintaining its current services, improving business recovery and containing costs. The current pension software (Pension+) was migrated to a new hardware platform to improve speed and reliability. The operating system, code and maintenance of the Pension+ software is mature and changes are minor. Most changes are made for compliance with Legislative and financial mandates.

During this biennium, TRS also continued implementing its HP C3000 blade server and migrating it to the State of Montana Data Center (SMDC). The blade server houses the Pension+ server and a virtualized server environment supporting agency servers and virtual desktops. TRS invested in the new equipment in October 2009 and has annual maintenance and support contracts in place.

Locating the blade server in the State of Montana Data Center and deploying virtual desktops allows for secure staff access from anywhere they have a computer and Internet access. The agency also has security policies and procedures in place to support robust and secure access to agency applications. The security policies and privacy protections are reviewed on a regular basis.

<b>Initiative Status</b>	<b>Total</b>	<b>Fully Funded</b>	<b>Unfunded</b>	<b>Partially Funded</b>
Completed	0			
Substantially Completed	0			
Deferred	0			
Delayed	0			
Cancelled	0			
Remain on-going by design	0			

# SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

## *Goal Number 1:*

### **IT Goal 1** Pension Application Software Maintenance.

Description: Maintain Pension+ to keep the system and its data current and complete. The goal for the next two years is to consolidate the recent gains in functionality and hardware while restricting modifications to those that are low cost and absolutely necessary.

Benefits: Maintain currency with all software and hardware versions to avoid bugs and downtime.

Which state strategic goal(s) and/or objective(s) does your goal address? Maintaining then existing IT system supports the state goal to develop IT resources in an organized, deliberative and cost-effective manner.

### **Supporting Objective/Action**

#### **ITO 1-1** Maintain the existing pension application software with minimal changes.

Accomplishments: The agency has kept programming changes to a minimum, mostly in support of legislative and financial directives. The benefit is fewer bugs and reduced programming costs.

Status: Efforts are Substantially Complete on maintaining the existing application software.

#### **ITO 1-2** Review and renew current maintenance agreements for software support for Pension+, OpenVMS, HP Blade Servers, and Powerhouse.

Accomplishments: Maintenance agreements are reviewed and renewed on an annual basis. Maintenance agreements provide ongoing support for critical TRS systems and hardware.

Status: Substantially Complete. Some ongoing work to review contracts and agreements.

## *Goal Number 2:*

### **IT Goal 2** Comprehensive and Well Practiced Disaster Recovery and Business Continuity Services

Description: Develop the means to recreate and recover essential business services in less than 8 hours from anywhere using limited staff.

Benefits: Provides assurance that TRS can fulfill its obligations to members and benefit recipients in a useful way in case of an emergency. Provides a means to work with other state agencies in practicing and coordinating disaster services. The measure of success is to setup a business continuity site in four hours, run TRS operations on such a site for a couple days, and restore the recovery site to the home site in four hours. The practice of disaster recovery occurs twice a year. The plan contains longer recovery scenarios for timelines up to one year.

Which state strategic goal(s) and/or objective(s) does your goal address? This will improve government services by assuring benefit recipients continue to receive benefits during a disaster. An added benefit of disaster recovery planning is attention to the protection of private information within the TRS information systems when normal business is disrupted.

### **Supporting Objective/Action**

#### **ITO 2-1** Continue with COOP and DR training, requirements definition, and planning

Accomplishments: Several TRS staff have been trained on COOP and Disaster Recovery. Implementation of a new COOP/COG system for the state makes this an ongoing effort.

Status: Ongoing

**ITO 2-2** Install redundant disaster recovery capability in Miles City.

Accomplishments: This objective is dependent upon the Miles City data center becoming operational. A plan will be developed in the Fall of 2012 to design a redundant disaster recovery site in Miles City.

Status: Delayed by slower than anticipated build of Miles City Data Center

### ***Goal Number 3:***

**ITG 3** Demonstrate competency with the new set of TRS software, virtual servers, virtual workstations, SAN, and backup devices.

Description: In October 2009, TRS purchased an HP blade system with the capacity to virtualize servers and workstations. The goal is to be competent in the operation of the equipment and software under all conditions.

Benefits: The TRS staff will be able to quickly and efficiently fulfill its obligations to members and benefit recipients in a useful way during daily operations and in case of an emergency. The equipment provides a means to utilize the state data center and remotely access the TRS environment securely from anywhere.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal utilizes IT best practices to implement and manage information technology systems in a coordinated manner; and continues to encourage and promote the use of innovative technologies for delivering government services.

#### **Supporting Objective/Action**

**ITO 3-1** Cross-train and document daily operations.

Accomplishments: TRS has multiple staff trained and ready to accomplish daily activities for members and retirees. This includes cross-training of active member staff, retiree staff and IT staff. Comprehensive procedural manuals are also available for staff to use.

Status: Complete and ongoing

**ITO 3-2** Practice comprehensive backups and restores.

Accomplishments: TRS has a Disk-2-Disk backup system in operation separate from the main servers and databases housed in the State of Montana Data Center. This system has been in place for several years and is being re-assessed for future requirements.

Status: Complete

### ***Goal Number 4:***

**ITG 4** Complete and current IT policies

Description: Develop complete and current TRS IT policies that comply with state policy.

Benefits: Provides the TRS board and staff a clear platform from which to drive the direction and security of TRS computer operations.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal protects the TRS members' privacy of information through observable and auditable policies.

#### **Supporting Objective/Action**

**ITO 4-1** Write, review, and seek board approval for IT policies.

Accomplishments: Agency IT policies are in place. Staff training on policies and procedures is ongoing

Status: Complete

**ITO 4-2** The TRS staff will be trained on and understand the IT policies that apply to them.

Accomplishments: TRS staff receives regular training on topics such as IT security, Personally identifiable information, state IT policies and changes to policies.

Status: Completed

### ***Goal Number 5:***

**ITG 5** Maintain FileNet while Improving Workflow Analysis, Implementation, and Design

Description: Use a work flow system to automate and track incoming, on-going, and completed work as measured by volume of correspondence under workflow control. The measure of success is to build one application to allow a request of benefits.

Benefits: The TRS will have a virtualized environment and the means to make operational its backup and disaster recovery environments.

Does this goal support the State IT Strategic Plan? If so, how? This goal develops IT resources in an organized, deliberative and cost-effective manner. The TRS workflow project will use existing resources and an MIS consultant to accomplish the goal.

### **Supporting Objective/Action**

**ITO 5-1** Maintain and expand use of FileNet

Accomplishments: FileNet is a mature system for managing TRS electronic documents. It is in need of upgrade or replacement and a plan will be developed in 2013 for replacement or upgrade.

Status: Complete

### ***Goal Number 6***

**ITG 6** Pension Application Software Replacement Evaluation

Description: Begin a Buy vs. Build analysis and subsequent planning for a replacement to the current Pension+ software.

Benefits: Leverage opportunities created by MPERA and current staff experience.

Which state strategic goal(s) and/or objective(s) does your goal address? Maintain existing IT systems and support the development of IT resources in an organized, deliberative and cost-effective manner.

### **Supporting Objective/Action**

**ITO 6-1** Do a buy vs. build analysis.

Accomplishments: TRS staff participated in the MPERA RFP to understand requirements for buying or building a new system. A decision was made to determine the possibility of migrating the Pension+ database to Oracle as a first step in deciding on a direction.

Status: Migration of the database to Oracle is in progress with a decision on a new step in the Fall of 2012.

**ITO 6-2** Plan RFP work based on the buy vs. build decision.

Accomplishments: Still being determined which direction TRS will go.

Status: Delayed.

## SECTION 2: IT INITIATIVES STATUS UPDATES

Montana Teachers' Retirement System had no IT Initiatives for FY2010-FY2012.

## SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that your agency may wish to report as accomplishments or challenges related to achieving the Goals, Objectives, and Initiatives outlined in your 2010 IT plan and 2011 IT plan update.